

CITY OF RIVERSIDE

0810

04/13/98

HUMAN RESOURCES DEPARTMENT

Revised

CLASSIFICATION SPECIFICATION

TITLE: UTILITIES SENIOR FIELD SERVICES TECHNICIAN**DEFINITION**

Under general supervision, to start and stop utility services, contact customers regarding complaints and billings, explain utility procedures and policies, and collect delinquent accounts; to inspect electric and water meters for tampering or unauthorized use; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is the senior level classification in the Utilities Field Services Series. This class is distinguished from the Utilities Field Services Technician by the skill level and broad range of experience that incumbents are required to possess enabling them to perform the most difficult and challenging work in the Utilities Field Services Series. This class may be utilized as a lead-worker to other Utilities Field Services Technicians and Utilities Meter Readers. Additionally, the Senior level is utilized to primarily to start and stop utility services, handle customer complaints including difficult cases, collect delinquent accounts, and perform investigations of possible diversion activities. Incumbents at the Utilities Field Services Technician level perform similar duties, however, meter reading duties comprise a significant portion of the over-all job duties at the lower level.

REPORTS TO: Utilities Field Services Supervisor

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from a Utilities Field Services Supervisor.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Stop and start service to water and electric meters.
- Collect delinquent utility accounts.
- Read meters for the purpose of recording the consumption on various types of work orders; note and report broken or defective meters and check wiring to determine that the meter has not been bypassed. Immediately report any unsafe meter condition to supervisor.
- Utilize a Mobile Data Terminal (MDT) to communicate work order status with appropriate personnel.
- Review daily field collections for proper account identification and amount of payment.
- Conduct on-site inspections of suspected tampering or unauthorized use of, electric and water meters.
- Assist in gathering evidence and recording of facts for action by the department.
- Re-ring and/or reseal electric meters or remove and replace for safety and/or to preserve as evidence of diversion.
- Prepare orders for field testing of, or replacement of water and/or electric meters by the appropriate meter shop.
- Perform field testing and replacement of meters as required.

- Contact customers to obtain billing information, explain utility policies and procedures, or investigate high consumption complaints.
- Prepare reports of daily activities.
- Assist in the training of new employees.
- Maintain assigned City vehicle including removing of trash, debris, and personal items; report mechanical defects and problems to supervisor; monitor and/or maintain appropriate tire pressure, gasoline, water, and oil levels.

QUALIFICATIONS

Knowledge of:

- Geography and street locations of the city.
- Effective collection techniques.
- Basic electricity, including wiring, meters, and distribution panels.
- Water meter mechanisms and their operation.

Ability to:

- Apply collection techniques to collection of delinquent accounts.
- Follow written and oral instructions.
- Understand and explain municipal billing policies and procedures.
- Work outdoors under varying weather conditions.
- Establish and maintain effective working relationships with customers under difficult conditions.
- Inspect electric and water services and detect tampering or diversion.
- Lift up to 32 pounds regularly and up to 60 pounds occasionally.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of twelfth grade.

Experience: Two years of experience in consumer credit investigation and collection and/or in meter reading and field service work.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of, or ability to obtain, an appropriate, valid, Class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Utilities Senior Field Services Technician

TO: Utilities Field Services Supervisor